

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	489003
<015> Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Phil Maxwell
<035> Contact Telephone Number: Number of the person identified in data line <030>	8007964567 ext. 4134
<039> Contact Email Address: Email of the person identified in data line <030>	phil.maxwell@3rivers.coop

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> 489003mt510.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> 489003mt610.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> 489003mt1010.pdf	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	460000
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964507 ext. 4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil_maxwell@3rivers.coop
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	483003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007364567 ext.4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

[illegible]

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	15.55

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986 / OMB Control No. 3060-0819

July 2013.

<010>	Study Area Code	489003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext.4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

[illegible]

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	489003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext.4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

<810>	Reporting Carrier	3 Rivers Telephone Cooperative, Inc.
<811>	Holding Company	n/a
<812>	Operating Company	n/a

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	489003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext.4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- | | | |
|-------|--|--|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. | |
| <922> | Feasibility and sustainability planning; | |
| <923> | Marketing services in a culturally sensitive manner; | |
| <924> | Compliance with Rights of way processes | |
| <925> | Compliance with Land Use permitting requirements | |
| <926> | Compliance with Facilities Siting rules | |
| <927> | Compliance with Environmental Review processes | |
| <928> | Compliance with Cultural Preservation review processes | |
| <929> | Compliance with Tribal Business and Licensing requirements. | |

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	469003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext. 4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	489003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext.4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

489003mt1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP www.3rivers.net/lifelinespecial-needs

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,



<1222> Details on the number of minutes provided as part of the plan,



<1223> Additional charges for toll calls, and rates for each such plan.



(2000) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	489JC3
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007364567 ext. 4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)) ☐
- <2011> 3rd Year Certification (47 CFR § 54.313(b)(2)) ☐

Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))

- <2012> 2013 Frozen Support Certification ☐
- <2013> 2014 Frozen Support Certification ☐
- <2014> 2015 Frozen Support Certification ☐
- <2015> 2016 and future Frozen Support Certification ☐

Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))

- <2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting (47 CFR § 54.313(e))

- <2017> 3rd year Broadband Service Certification ☐
- <2018> 5th year Broadband Service Certification ☐
- <2019> Interim Progress Certification ☐
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481

OMB Control No. 3060-0996/CMB Control No. 3060-0619

July 2013

<010> Study Area Code	485003
<015> Study Area Name	3 RTVERS TRIPPHONE COOPERATIVE, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035> Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext. 4134
<035> Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@rtvers.coop

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) ☒ (Yes/No)
(3014) If yes, does your company file the RUS annual report ☒ (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, Is your company audited? ☒ (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

- (3023) Underlying information subjected to a review by an independent certified public accountant ☐

- (3024) Underlying information subjected to an officer certification. ☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	489003
<015> Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035> Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext. 4134
<039> Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers-coop

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: 3 RIVERS TELEPHONE COOPERATIVE, INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/2014
Printed name of Authorized Officer: Bradley Veis	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 8007964567 ext. 4405	
Study Area Code of Reporting Carrier: 489003	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	489003
<015> Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035> Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext. 4134
<039> Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481

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<010>	Study Area Code	489003
<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ext.4134
<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	15.55

<703>

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	489003
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<015>	Study Area Name	3 RIVERS TELEPHONE COOPERATIVE, INC.
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<020>	Program Year	2015
-------	--------------	------

<030>	Contact Name - Person USAC should contact regarding this data	Phil Maxwell
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<035>	Contact Telephone Number - Number of person identified in data line <030>	8007964567 ex: 4:34
-------	---	---------------------

<039>	Contact Email Address - Email Address of person identified in data line <030>	phil.maxwell@3rivers.coop
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<711>

<a1>

(32)

(b1)

<b2>

<d1>

< d2 >

<d3>

<d4>

[illegible]

Consumer Protection

3 Rivers Telephone Cooperative, Inc. complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

3 Rivers Telephone Cooperative, Inc. complies with the service standards of the State of Montana as promulgated in the Montana Administrative Rule 38.5 subchapter 33, Telecommunications Service Standards.

Office Hours and Telephone Availability

3 Rivers Telephone Cooperative Inc. maintains a local and toll-free line for taking customer calls. This line is available 24 hours a days, 7 days a week. During normal business hours, 7 a.m. – 5 p.m. Monday through Friday, a customer representative answers and responds to customer inquiries. After normal business hours, 3 Rivers Telephone Cooperative Inc. contracts with an after hour call center that is able to assist customers. Some calls may be referred back to the business office for specific requests, with expectation that the customer will be called back the next business day.

A typical call to 3 Rivers Telephone Cooperative Inc. is answered within 15 seconds after the connections are made.

3 Rivers Telephone has five customer service centers as well as bill payment locations throughout our service territory. In addition, bill payment options are available through five local banks and online at 3 Rivers.net. On-line payments may be made with a debit/credit card or through e-check.

Installations, Outages, and Service Calls

New Connect Orders -- which are orders that do not require a technician visit to the location -- expected to be performed within 1-3 business days after an order has been placed.

Except during conditions beyond its control, 3 Rivers Telephone Cooperative, Inc. will dispatch a technician the same day that a trouble is received with expectation for same day/next day resolution.

Billing Practices

Thirty days advance notice (in writing) is given to subscribers of any increase in rates.

Back-up Power

3 Rivers Telephone Cooperative, Inc. has the following back-up power capabilities:

Switches- stand alone and/or host

All 3 River's Switch locations have battery backup rated to hold the office for 8 Hrs. In addition, either a diesel or propane generator is on site, which automatically comes on in the case of a power outage. These generators are capable of running for over 2 days with no human interface. Propane and diesel providers for each location are available to refill tanks in the case of a prolonged outage. Generators are tested under a full load every week.

Remote Central Offices

All remote central offices are equipped with battery backup rated to hold the office for 8 Hrs. In addition, either a diesel or propane powered generator are located on site with an approximate run time of 48 hours with no maintenance.

3 Rivers Telephone Cooperative, Inc. has multiple trailer mounted mobile gasoline and propane powered generators for any buildings without stationary backup power, each with fuel capacity to run approximately 8 hours. These are stored at centralized locations within our Northern and Southern Exchanges.

Subscriber Carrier (DLC's, BLC's, etc.)

All remote Cabinets have batteries capable of maintaining power to the unit for 8 hrs. In addition, 3 Rivers has multiple portable gas or propane powered generators strategically stored at locations throughout our Exchanges for quick deployment in the event of a commercial power failure. The Cabinets are equipped with external connections for use with mobile generators.

Network Interface Devices (NIDs)

All 3 Rivers Telephone Cooperative Inc. customers with copper connections to the Central Office have their NIDs powered from the Central Office.

In the case of customers with fiber optic connections to the Central Office, these customers are provided a battery backup unit at their location. These batteries are rated to last 6 hours.

Ability to reroute traffic around damaged facilities

3 Rivers Telephone Cooperative, Inc. maintains multiple forms of redundancy across its network, including copper/Sonet, Fiber/IP based, and microwave. 3 Rivers also leases capacity from other carriers to enhance its ability to have multiple routes to remote locations. 3 Rivers assures that its upstream providers, for both voice and data, maintain redundancy in their Networks as well. All critical equipment installed by 3 Rivers in its network is "Carrier Grade", with redundancy.

Capability to manage traffic spikes resulting from emergency situations

3 Rivers, by way of internal redundancy, and through the cooperative efforts with partner and upstream carriers, has the ability to re-route traffic in the case of an outage. 3 Rivers monitors traffic flows to maintain adequate capacity.

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As evidenced by the data provided in line 700 of this Form 481, the Company's voice service pricing is less than \$46.96; \$46.96 is 2 standard deviations above the national average urban rate for local services of \$20.46 (DA 14-384, March 20, 2014).

Lifeline provides qualified telephone customers discounts on monthly basic telephone services only. The monthly basic service plan, which is the same for regular telephone subscribers and lifeline subscribers, allows a customer to make unlimited local and 911 calls. Features such as voice mail, caller ID, call waiting, etc. and toll calls (long distance) are available to the lifeline subscriber at the same rate that is available to the general public.

The descriptions and rates of the features and toll offerings are contained on the next two pages.

The Lifeline eligibility, certification, and household certification requirements can be found on the 3 Rivers website at <http://www.3rivers.net/lifelinespecial-needs>.

Telephone Features



Add any of the features below to your local phone service for just \$5 per month!

Anonymous Call Rejection

Call Forward Busy

Call Forward Don't Answer

Call Forward Remote Access

Call Forwarding

Call Waiting

Caller ID Name and Number

Caller ID On Call Waiting

Conference Calling

Conference Calling Plus

Continuous Redial

Distinctive Ring

Last Call Return

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Speed Dialing

Voice Mail

Other Special Calling Services Available

Account Codes *	\$4.00 per month
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Originating Call Management *	\$8.00 per month
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Teen Service *	\$4.00 per month
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Toll Restriction *	\$5.00 per month
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* One-time programming fee applies. Please call for details.

Long Distance - Calling Plans**3 Rivers 600-Minute Long Distance Plan ****

Get 600 minutes of Long Distance calls added to your basic 3 Rivers telephone service for just **\$29.95** per month. Plus, you'll save on any calls made beyond 600 minutes with a discounted rate of 10 cents per minute.

Save \$4.95 by adding the 600-Minute Long Distance Plan to your \$5 Unlimited Calling Features plan. (Available only to customers who have 3 Rivers local telephone service.)

Long Distance Basics

- 15 cents per minute anywhere in the United States any time of day (including AK & HI)*
- 22 cents per minute calling cards*
- Incoming nationwide toll free (optional)
 - \$2.50 per month and 15 cents per minute
 - \$4.95 per month and 10 cents per minute

8-Cents-Per-Minute Plan

- 8 cents per minute anywhere in the United States anytime of day for \$7.95 per month*

Contact our Customer Service Department at 1-800-796-4567, Monday through Friday, 8:00 a.m. to 5:00 p.m. to sign up for any of our Long Distance services or to obtain more detailed information.

** Does not include federal, state or local taxes and fees.*

***600-Minute Long Distance Plan Terms and Conditions*

3 Rivers' 600-Minute Long Distance Plan is available only to 3 Rivers local service customers for typical domestic residential voice usage only. Plan covers direct-dial calls to the lower 48 United States (does not include Alaska, Hawaii or Canada). Monthly recurring charge applies per line. Plan may not be used for dial-up internet access; other restrictions apply. Directory Assistance/Information calls are not included as part of the 600 Minute Long Distance plan. Usage may be monitored for compliance with plan restrictions. Long Distance service provided by 3 Rivers Telephone Coop, Inc. Subject to all taxes, tariffs and regulations. All rates subject to change. Contact a 3 Rivers customer representative for further information at 1-800-796-4567.